



Home Address Ltd



7 Vergam Terrace, Fishguard, SA65 9DD



01348 874056

The inspection visit took place on 09/03/2026

Service Information:

Operated by:	Home Address Ltd
Care Type:	Care Home Service Adults Without Nursing
Provision for:	Care home for adults - with personal care, Provision for learning disability
Registered places:	6
Main language(s):	Welsh and English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:



Well-being

Good



Care & Support

Good



Environment

Good



Leadership & Management

Good

Summary:

Home Address is a small care home for six adults. It is located in a residential part of Fishguard.

Wellbeing is rated as good because people receive a service that is person centred from a team of staff who are motivated to offer people the best support they can, promoting their health and independence.

Care and support is good because of the knowledge care workers have together with helpful support plans, meaning care workers know what and who is important to each person.

The environment is rated as good because it is clean and well maintained. It is comfortable and homely and people have personalised their rooms.

Leadership and management is rated as good because the team is effectively led by an experienced and well-respected manager together with an involved and dedicated RI who has a focus on quality.

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Findings:



Well-being

Good

People live healthily and safely and with some control over their lives. Care workers show people respect and have regard for their dignity and understand the importance of supporting people to make choices where possible.

The relationships people have with those caring for them is good with people speaking fondly of the care team. Care workers know people well, knowing who and what is important to them. The atmosphere in the service is calm and relaxed with lots of chatting and good humour. Care workers are not rushed and seek opportunities to engage with people.

People are safe and protected from abuse and neglect because care workers have a good understanding of their safeguarding responsibilities and are confident the manager would take the steps needed to make sure people are safeguarded.

There are many opportunities for people to do things that matter to them. This includes doing things at home and in the local area. Records show people's days are full and that they do things they enjoy. People can also receive a service in Welsh if they choose. There are a number of Welsh speaking staff and some documents are available in Welsh.

People live in a service which enhances their well-being. It is clean and homely. They have some responsibilities for keeping their rooms clean and are supported by care workers to do this.

People are protected as much as possible from the risk of infection because premises and equipment are kept clean and hygienic.



Care & Support

Good

People receive the care and support they need. Most people who have made Home Address their home have lived there for many years and describe those they live with as their friends. Care workers have worked hard to ensure a calm, friendly and relaxed atmosphere.

Personal plans are comprehensive and regularly reviewed. They contain a range of information about each person, including what is important to me; who is important to me and things worth knowing about me. Within the personal plans there are sections on living safely and taking risks; community learning and leisure and choice and communication. Daily records are comprehensive and mostly person centred. Care workers have time to read personal plans and they find them helpful in informing the care and support they deliver. During the inspection a care worker was assisting an individual with their money and we saw this is a goal the person has set for themselves. This was being done in a helpful and supportive way.

There is good evidence people can do things which matter to them. This includes spending time at a local farm, helping to look after the animals; going to a local gym; working and going out to watch football and rugby matches. Within the service some people enjoy baking and other meal preparation.

People's physical health needs are met. Local health professionals visit as necessary and comprehensive records are maintained. The service has a good relationship with the local GP surgery and receive prompt and helpful responses from them. People's weight is monitored and records show most people's weight remains generally stable.

There is an understanding of the importance of good nutrition. Most meals are made using fresh ingredients and there is little reliance on processed food. People are involved in meal planning, shopping and preparation. One person was proud of the scones they made with care workers during the inspection. People are encouraged to eat together but personal preferences are respected.



Environment

Good

People live in an environment that meets their needs their needs. Accommodation is provided over three floors of a large, terraced house in a residential area.

There is a communal? lounge and a dining room meaning people can spend time together if they choose. People have free access to the kitchen and are encouraged to remain as independent as possible.

Bedrooms are personalised with photographs, ornaments and soft furnishings. They are decorated according to each person's choice. People are responsible for keeping their rooms clean and tidy and are assisted by care workers as needed.

Communal areas are clean and in reasonable decorative order. There are bathrooms and toilets on each floor.

People and care workers are responsible for keeping the service clean and tidy and this is done to a good standard.

Services and equipment are appropriately serviced and maintained. This includes gas and fire safety checks as well as checks on equipment.

There are processes in place to maintain safety with visitor's signing into a visitor's book meaning care workers know who is in the property at all times.



Leadership & Management

Good

The responsible individual (RI) has good oversight of the service. He visits regularly and the staff team find him to be approachable and supportive. He set the values of the service which focus on person centred care and support and these are embedded into practice. The RI and manager work well together. The quality reports are comprehensive and reflective, setting out what is working well and where improvements are needed.

The team is led by an experienced manager who is well regarded. Care workers are able to raise any ideas or concerns and are confident of getting a timely and constructive response. They describe the manager as “*amazing*” and spoke about the support they receive to enable them to continue in their role.

People are supported by knowledgeable and motivated staff who have built up healthy and supportive relationships with them. One person told us “*I really like the staff*” and we observed interactions which were friendly with plenty of good humoured banter. Care workers have completed a range of training which equips them to safely and effectively carry out their duties. There are some gaps in training records and to rectify this, care workers have dedicated time in the workplace to complete any outstanding training. Some care workers are undertaking additional qualifications and this is supported by the manager. Supervision is generally up to date and care workers are confident of receiving constructive feedback on their work to help them in their professional development. Care workers are appropriately registered with Social Care Wales, the regulatory body.

Duty rotas are written to make sure there are enough staff on duty at all times, meaning no appointments are missed and people can, in almost all instances, do the things that matter to them.

Care workers are appointed following a safe and robust recruitment process. Staff files are well organised, easy to navigate and contain the information needed, including references, security checks and evidence of a period of induction.

People are safe and protected from abuse, harm and neglect. This is because all staff have completed training in safeguarding and there is a comprehensive policy to be used as a resource. Care workers know the actions they are required to take if they suspect an individual is at risk and are confident their manager would take any concerns raised seriously and report them in the correct way.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

Mae'r adroddiad hwn hefyd ar gael yn Gymraeg

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